



## **3400 COMMUNITY RELATIONS** (Revised December 21, 2009)

### **3410 PUBLIC INFORMATION**

#### **3411 General**

The Human Resources Division (HRD) and Research and Analysis are responsible for planning and producing publications and programs designed to inform the public of the roles, resources and activities of the Tucson Police Department.

#### **3412 Multi-Media**

In order to reach the largest numbers of community members in the most convenient way, the department offers access to crime information and general department information via an internet website. Examples of available information include: employment, department structure and unit functions, crime prevention tips, and crime statistics. The Human Resources Division (HRD) Commander is responsible for handling requests for changes/updates to both the public internet website, as well as the internal Intranet website.

### **3420 COMMUNITY SERVICES**

#### **3421 Community Relations**

While it is the responsibility of all members to work toward crime prevention as well as the resolution of problems, the Community Resource Sergeant, Officer, and CSO located within each patrol division are available to assist with public information and educational programs. They are available to assist patrol officers with presentations on target-hardening, personal preparedness, and other topics that help citizens prepare and protect themselves.

They will assist in planning and coordinating crime prevention functions and fairs. In addition, the Divisional Community Resource CSO participates in programs such as Crime-Free Multi-Housing and Crime Prevention Through Environmental Design (CPTED) to assist neighborhoods and community developers reduce their vulnerability to crime.

#### **3422 Neighborhood Contact**

Officers will attend neighborhood and community meetings and be prepared to discuss area problems with concerned residents. Officers will be prepared to share crime pattern information and will be prepared to respond to questions. Information on crime trends and other statistical information is available at the department's website. When officers are asked questions regarding the formation of a Neighborhood Watch program, they may refer the question to the appropriate division's Community Resource CSO.

Some neighborhoods may participate in the Volunteers in Prevention (VIP) program. Those participating will be assigned a police officer as a liaison. The department may provide VIPs with certain equipment (i.e. cell phones). These volunteers may patrol their neighborhoods looking for



suspicious activity. The volunteers understand that they are not to take any action, other than to immediately report the activity to police.

### 3423 **Speaking Engagements**

Upon receipt of a request for a speaking engagement from a department member, the chain of command within the division, section, or unit shall review the request. If, in the chain of command's opinion, the request cannot be fulfilled, the member requesting the speaking engagement will be notified with an explanation of denial. The division, section, or unit will not normally accept speaking engagement requests that are submitted less than 21 days prior to the date of the desired presentation.

The Community Resource Sergeant (CRS) will be responsible for tracking speaking engagements. Tracking of each speaking engagement shall include the following:

- Date and time the speaking engagement is to take place;
- The date the request was made;
- Type of engagement;
- Visual aids needed;
- Any specific topics of interest;
- Member assigned;
- Location; and
- Contact person and phone number.

Within seven days after the scheduled speaking engagement, the assigned member shall notify the CRS that the speaking engagement has or has not been completed.

### 3424 **Special Programs**

Field Division Community Service Officers (CSOs) run the following programs within their areas of responsibility. Each Division has a designated Community Resources CSO or Crime Free Multi-Housing CSO who handles these programs and citizen requests. Members approached directly by the public to conduct presentations for these programs shall coordinate with the appropriate division, section, or unit.

- **Neighborhood Watch Program**

The Neighborhood Watch Program is designed to have citizens share the responsibility for crime prevention in their neighborhoods. Although the focus of Neighborhood Watch is burglary reduction, it has been found to be effective in reducing all types of crime. The concept suggests citizens take security and environmental measures to prevent crime in their neighborhood, and call the police to report any suspicious, unusual activity or a crime in progress.

- **Crime Free Multi-Housing Program (CFMH)**

CFMH is a voluntary program designed to help tenants, owners and managers of rental communities keep illegal activity, such as chronic drug dealing and gangs, off their



property. CFMH also enhances the partnership between the police department and multi-housing properties by addressing public safety concerns and improving the quality of life in apartment communities.

- **Crime Prevention Through Environmental Design (CPTED)**

Crime Prevention through Environmental Design is a crime prevention concept that is currently being employed within the developmental services process. CPTED stresses the effective use of physical environment to produce behavioral effects that will reduce the incidence of crime.

- **Residential and Business Security Surveys**

A security survey aids the identification of areas that may present potential security risks in and around homes and/or businesses (e.g., inadequate locks, bushes growing in front of windows, etc.). The officer conducting the survey makes recommendations to a home or business owner that can reduce those risks.

- **Operation Notification Emergency Card**

Operation Notification provides the Tucson Police Department with the name, address and telephone number of Tucson business owners without publicly revealing such information. This program consists of a numbered window sticker that is placed in a front window or other visible location at the business. The number on the window sticker will correspond to a numbered card kept on file at TPD Communications.

- **Violence in the Workplace**

The Tucson Police Department offers presentations designed to educate employees on ways to deal with violence in the workplace. Employees are trained in CPTED principles, threat assessment, vulnerability, and communication to make their place of work safe for themselves and their customers.

- **Other Public Presentations**

Divisions, sections, or units shall maintain a proactive approach regarding current issues that need to be presented to the community.

### 3425 **Internet Community Survey**

The CALEA/Audit Section is responsible for an on-going Internet Community Survey. This is designed to capture attitudes and opinions from the community and organizations regarding:

- Overall agency performance;
- Overall competence of agency employees;
- Citizen perception of officers' attitudes and behavior toward citizens;
- Community concern over safety and security within the agency's service area; and
- Citizen recommendations and suggestions for improvement.



The CALEA/Audit Section is responsible for tracking survey results and will provide an annual report of survey results.

**3426 Triennial Community Survey**

The CALEA/Audit Section is responsible for a community wide survey, at least once every three (3) years. This is designed to capture information similar in nature to the Internet Community Survey listed under *General Order 3425*, but is more specific in nature on information regarding service delivery and is captured at the point of service (member/citizen contact).

The CALEA/Audit Section is responsible for tracking survey results and will provide a report of survey results.

**3430 CITIZEN OBSERVER PROGRAM**

**3431 General**

The Citizen Observer Program allows citizens to accompany an on-duty department member during a regular duty shift. Approved observers may be permitted to observe during any shift, providing that the scheduling does not interfere with the normal operations of the department (e.g., service of search warrants, response to major disasters or extraordinary deployments, etc.).

**3432 Requests to Observe**

Only the department may grant the privilege of an individual participating in the Observer Program. Citizens desiring to participate shall be referred to the appropriate division, based on the type of work the citizen would like to observe. Officers desiring friends or relatives to ride with them must receive prior approval from their immediate commander and complete a *Citizen Observer Program Waiver of Liability* form (TPD 2062).

Law Enforcement Explorers shall be referred to their Explorer Advisor who will coordinate their requests to observe. A *Citizen Observer Program Waiver of Liability* form (TPD 2062) with the approval of the appropriate commander and the Explorer's parent or guardian shall be obtained from each Explorer under the age of 18.

Police Recruit Applicants shall be referred to the Recruiting Unit. A recruiter will assign potential Police Recruit Applicants, who meet the minimum requirements and pass a criminal check, to an officer in the field for a ride-along prior to a scheduled testing process. The Recruiting Unit will keep a record of all applicants and how many times they have participated in the ride-along process.

**3433 Limitations and Restrictions**

Persons with police records or with claims or litigation pending against the city may be refused this privilege. Any person may be denied permission to participate in the program or be removed from an observation tour if that person's presence may be detrimental or hazardous. A department member may, with just cause, be excused from taking an observer. Supervisors may also deny a member from taking an observer.



Typically, members on probation shall not be assigned an observer. For safety reasons, normally only one observer per member allowed at any one time. A commander may grant exceptions.

Authorization for a citizen under the age of 18 years to participate requires the approval of the appropriate commander and the parent or guardian of the minor. Generally, minors under the age of 16 will not be accepted.

Observers shall wear appropriate attire; shorts, cut-off jeans, tank tops, flip-flops, or sandals are unacceptable. Observers appearing for a ride along with inappropriate attire, offensive body odor, or other circumstances that render their presence unacceptable may be refused the privilege by a supervisor.

#### 3434 **Required Reports**

All persons requesting to participate in this program shall complete and sign a *Citizen Observer Program Waiver of Liability* form (TPD 2062). Minors shall have the completed form signed by a parent or legal guardian and approved by the division commander. These forms document a records check on the individual and chain of command approval for the ride. The forms must be completed prior to the observation tour and each time the same individual participates in the program (may be limited to one tour within a twelve (12) month period). This limitation does not apply to department members or Explorers.

The Ride-Along Incident Report shall be generated in AIM (Administrative Investigations Management) and shall be completed after the ride-along has occurred. The Ride-Along Incident Report number generated by AIM in this procedure should be written on the upper left corner of the *Waiver of Liability* form. After completing the Ride-Along Incident Report in AIM, and listing whether the tour was completed without incident in the "notes" section, the report shall be closed. The *Waiver of Liability* form shall then be sent to Records for a three (3) year retention period.

In those cases where the member or supervisor believes the observer should not be allowed another observation tour, write in "No Further Observer Tours" on the *Citizen Observer Program Waiver of Liability* form (TPD 2062) with a brief description of the reason so that this information is available for future screening and scheduling. In the "notes" section of the AIM Ride Along form make the same notation of "No Further Observer Tours".

#### 3435 **Member Responsibilities**

A department member may, with just cause, request to be excused from taking an observer. Members who have observers assigned to them shall:

- Assume full responsibility for the conduct and safety of the observer in accordance with the department *General Orders*;
- Explain their function and responsibilities to best credit the department and attempt to create a favorable environment between themselves and their observers;
- Not take their observers on specific tours of the city, but only where their duties require;



- Instruct the observer to return to or remain in the police vehicle if a situation arises where the observer could be in danger or where the observer's presence might hamper an investigation;

### 3440 CITIZENS' POLICE ACADEMY

The Tucson Police Department believes that community education is an essential and productive activity that leads to an effective partnership that attacks the causes of community problems, not merely the symptoms. The Citizens' Police Academy is designed to provide community leaders with a greater understanding of the mission of the Tucson Police Department and its operations through class lectures and hands-on experiences. It also provides the department an opportunity to learn from participants through discussion and interaction with instructors, classmates, and visiting Tucson Police Department Commanders and staff. Participants meet at the Southern Arizona Law Enforcement Training Center (SALETC) and various TPD facilities once a week for 14 weeks.

#### 3441 Entrance Requirements

The Chief of Police or designee will make final selections. The election process includes the nomination of candidates by police personnel, Citizens' Academy graduates, and by direct application. Enrollment is limited to approximately forty (40) students per session. The police department confidentially reviews all applications for approval. There is no cost to apply or enter the Citizens' Police Academy. Interested candidates for the Citizens' Police Academy must meet the following criteria:

- Minimum age of 18 years
- No misdemeanor arrests within one year of application
- No felony arrests or convictions within five years of application
- Cannot have a pattern of criminal conduct (i.e. multiple arrests or contact with law enforcement)
- Excellent character

Participants may be removed from the academy for cause at the discretion of the Chief of Police.

### 3450 TEEN CITIZENS' POLICE ACADEMY

The Tucson Police Department Teen Citizens' Police Academy is modeled after the Citizens' Police Academy and is designed to give young people the opportunity to learn about the Tucson Police Department, its operations, and to demonstrate the benefits of law enforcement and community policing in our city. It also gives the department an opportunity to interact with our community's youth and solicit their feedback and ideas through the discussion of contemporary issues.

The Teen Citizens' Police Academy involves youth from the Tucson community and is held periodically during the year. Sessions of between 20 and 30 teens attend seven (7) consecutive Saturdays. Classes are held at the Southern Arizona Law Enforcement Training Center and/or various sites throughout the city and may include area high schools. The curriculum includes a



wide variety of instruction and demonstrations. Topics include drugs, traffic, DUI, school safety, teen court, domestic violence, street gangs, etc.

3451 **Entrance Requirements**

The Chief of Police or designee will make final selections. The selection process includes the nomination of candidates by police personnel, Citizens' Police Academy graduates, Teen Citizens' Police Academy graduates, and by direct application. Written consent from a parent or legal guardian is required. The police department confidentially reviews all applications for approval. There is no cost to apply or enter the academy. Interested candidates for the Teen Citizen Police Academy must meet the following criteria:

- 13 to 17 years old or in the eighth grade
- Currently enrolled in school
- Not on probation
- Pass a background check
- Cannot have a pattern of criminal conduct (i.e., multiple arrests or contacts with law enforcement)
- Excellent character

Participants may be removed from the Academy for cause at the discretion of the Chief of Police.